

Chapter 5: Administering your system

The Meridian IVR Fax Response system administration interface enables you to manage the system and its modems, and to generate logs and reports with the graphical user interface windows on the system's console.

This chapter is written for system administrators. Generally, you do not need to know UNIX to administer the system; however, you should have a good background in UNIX to troubleshoot the system.

In addition, you should have a good grasp of telecommunications technology and a sound knowledge of programming concepts. It is also helpful if you have taken a course in developing Meridian IVR applications.

Using the Super VGA monitor

For administrators with an SVGA monitor, you can perform system administration with a window-based interface. If you are doing system administration remotely with a VT220 compatible terminal, you are using the curses-based interface. This performs the same functions, but you access items from a menu list.

Using the fax system windows

To administer the fax system on the development or windows-based system, you select various functions with the left mouse button. If you want to change certain values, you can type in the value and save it by clicking on the OK button.

The Meridian IVR Fax Response main menu, shown in [Figure 5-1](#), consists of the following icons:

- System Administration
- Modem Administration
- Callback Administration
- Log and Operational Measurement (OM) reporting
- Fax view and edit
- Help

Figure 5-1
Meridian IVR Fax Response main menu



System Administration window

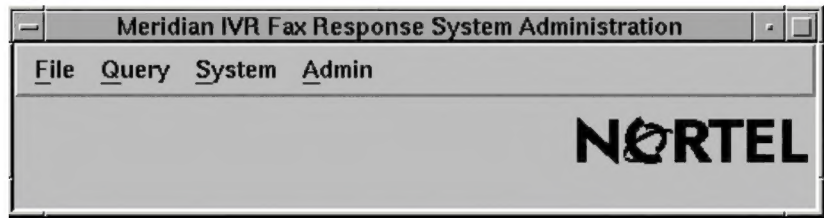
You need to access the System Administration window to administer the system.

Procedure 5-1 **Accessing the System Administration window**

- 1 From the Meridian IVR Fax Response main menu, click on the System Administration icon with the left mouse button to access the pull-down menu.
- 2 Click on System Administration.

The System Administration window appears (see [Figure 5-2](#)).

Figure 5-2
System Administration window



The System Administration window enables you to access administrative functions including system status, maintenance, system queries, and system parameters management.

The main system administration options are as follows:

- File
- Query
- System
- Admin

File

This option allows you to exit the system administration function and return to the main menu.

Query

This option allows you to determine system status, software version, and fax database disk usage.

System status The system status menu item presents you with a window that displays the current state of the fax system. The following are the possible states:

- Fax system running: fully operational
- Fax system not running
- Fax system faulty: stop and restart the system
- System stopped: non operational, please re-start system

Software version This option allows you to check the version number for the Meridian IVR Fax Response system you are using.

Fax database disk usage If your Meridian IVR Fax Response system is running, the disk usage of the fax database directory, including all subdirectories, and the filesystem that contains the directory can be queried. The information displayed includes the filesystem total space, filesystem used space, filesystem available space, filesystem utilization, and disk usage of the fax database. If the utilization exceeds or equals a preset alarm limit, you are notified.

System

This option allows you to start or stop the system. To stop the system, you can perform either a courtesy shutdown or a force shutdown.

System start You can start the system only if the current status is stopped (non-operational). If you try to start the system when it is currently running or faulty, a pop-up window appears and informs you that the system is currently running or faulty, whatever the case may be.

Courtesy shutdown A courtesy shutdown blocks any attempts to reserve modems and prevents any more scheduled (Callback) faxes from being sent. The fax system is allowed to complete sending/receiving the faxes currently in progress. When all ports go idle, the fax system is brought down. Shutting down the fax system does not affect Meridian IVR calls that do not use fax, and those calls that try to use fax receive an error code indicating that the fax system is non-operational.

Force shutdown A force system shutdown stops all fax transmissions/receptions in progress and blocks any further attempts to send or receive faxes. Any Meridian IVR application that has previously reserved a fax modem loses that reservation. When a Meridian IVR application that reserved a modem tries to use that modem, it receives an error message indicating that the operation cannot be performed. A Force system shutdown preserves all logs that are generated during the shutdown and can override an in-progress courtesy shutdown.

Admin

This option allows you to set up the Meridian IVR Fax Response system parameters.

System Parameters The parameters are stored in a defaults file that is set up when you install the system. This option allows you to modify the parameters, or reset them to their default values. For a description of each parameter, refer to the section “**System parameters**” on page 5-7.

Setting up the system

The following procedures tend to be performed only when installing or updating the system.

Starting the fax system

You need to start the system while initially setting up the system. You may need to start the system at other times if you have stopped it to recover from a faulty condition, or if you stopped it for another reason.

Procedure 5-2 **Starting the fax system**

- 1 In the Meridian IVR Fax Response Main menu, click on the System Administration icon with the left mouse button to access the pull-down menu.
- 2 Click on System administration with the left mouse button.
The window frame for the Meridian IVR Fax Response System Administration window appears.
- 3 Move the mouse to place the window frame to a suitable place on the desktop, then click on the left mouse button to open the window (see Figure 5-2).
- 4 Click on System with the left mouse button to access the pull-down menu.
- 5 Click on System start.
When the system starts, a validation dialog box appears indicating that the system is fully operational.
- 6 Click on OK with the left mouse button.
The System Administration menu appears.
Your fax system is now fully operational.

Stopping the fax system

You can stop the system for maintenance or when a status query shows the system is only partially operational.

Your two options for stopping the system are courtesy and forced shutdown.

Procedure 5-3

Performing a courtesy shutdown

- 1 In the Meridian IVR Fax Response Main menu, click on the System Administration icon with the left mouse button to access the pull-down menu.

- 2 Click on System administration with the left mouse button.

The window frame for the Meridian IVR Fax Response System Administration window appears.

- 3 Move the mouse to place the window frame in a suitable location on the desktop, then click on the left mouse button to open the window (see Figure 5-2).

- 4 Click on System with the left mouse button to access the pull-down menu.

- 5 Click on Courtesy shutdown with the left mouse button.

A dialog box appears indicating that the courtesy shutdown is in progress and that you should wait. Once the shutdown is finished, the box is removed, and another one appears to indicate that the system is stopped.

If the system is unable to stop, a dialog box appears to explain why.

- 6 Click on OK with the left mouse button.

The system takes you back to the Meridian IVR Fax Response System Administration window.

Procedure 5-4

Stopping the system forcefully

- 1 In the Meridian IVR Fax Response Main menu, click on the System Administration icon with the left mouse button to access the pull-down menu.

- 2 Click on System administration with the left mouse button.

The window frame for the Meridian IVR Fax Response System Administration window appears.

- 3 Move the mouse to place the window frame in a suitable location on the desktop, then click on the left mouse button to open the window (see Figure 5-2).
- 4 Click on System with the left mouse button to access the pull-down menu.
- 5 Click on Force shutdown with the left mouse button.

A dialog box appears indicating that the force shutdown is in progress and that you should wait. Once the shutdown is finished, the box is removed, and another one appears to indicate that the system is stopped.

If the system is unable to stop, a dialog box appears to explain why.

- 6 Click on OK with the left mouse button.

The system takes you back to the Meridian IVR Fax Response System Administration window.

System parameters

You can specify system parameters by using new values or by setting the parameters to the system default values. Once you have set the parameters, restart the system to set the values. We recommend that you perform a courtesy shutdown to avoid interrupting faxes already in progress.

The parameters for the fields are described with their default values:

Fax Response data directory name The default directory where faxes are stored. The default is “/u/fax/fax_data”.

Default fax resolution Two choices for document resolution: “standard” or “fine”. The default setting is “fine”.

Max number of pages to receive Integer value with default setting of 20.

Default number of callback attempts Integer value with default setting of 5.

Number of fax modems in system (read-only) Read-only integer value. Set to the number of ports purchased by the customer. This is the maximum number of ports for which the system is provisioned, not the physical number of modems.

Default fax document paper size The default paper sizes are

- NA_Std (North American standard size)—8.5 x 11 inches (215 x 280 mm)
- A4 (Europe)—8.28 x 11.69 inches (210 x 297 mm)

Total disk utilization alarm threshold (%) The percentage that the fax storage file system becomes full before a warning is posted in this window. The alarm threshold tells you whenever disk usage exceeds the alarm threshold. This helps you to forecast your disk space requirements.

If the alarm threshold is exceeded, the fax system prevents Meridian IVR applications from using CFAX to send faxes, and from using FRCV to receive faxes.

Notes:

- 1 This percentage does not apply to the entire disk usage of the system. Rather, it applies only to the file system on which the fax data currently resides.
- 2 The default value of the disk utilization alarm threshold is 70 percent.

Default reserve same call fax modem wait time (seconds) The number of seconds the application waits for a modem to become available before it returns a failure. The default setting is 10 seconds. There is no maximum value for this parameter.

Maximum number of fax pages to transmit Integer value with default setting of 20.

Default callback retry interval (minutes) Amount of time between attempts to send a fax (default value). The default setting is five seconds. It can be overridden on a per-fax basis.

Procedure 5-5

Specifying parameter settings

- 1 In the Meridian IVR Fax Response main menu, click on the System Administration icon with the left mouse button to access the pull-down menu.
- 2 Click on System administration with the left mouse button.
The window frame for the Meridian IVR Fax Response System Administration window appears.
- 3 Move the mouse to place the window frame in a suitable location on the desktop, then click on the left mouse button to open the window (see Figure 5-2).
- 4 Click on Admin with the left mouse button to access the pull-down menu.
- 5 Click on System parameters.
This displays the window where you can modify system parameters (see Figure 5-3).

Figure 5-3
System parameter fields

System parameters

Fax Response database directory name: j:\meridian_data	Total disk utilization alarm threshold(%): 70
Default fax document resolution: ☒ Standard ☐ Fine	Default reserve samecall fax modem wait time (seconds): 30
Max number of fax pages to receive: 20	Max number of fax pages to transmit: 20
Default number of callback attempts: 4	Default callback retry interval (minutes): 5
Number of fax modems in system (read-only): 4	
Default fax document paper size: ☒ NA_Sett ☐ A4	

OK Cancel Reset

- 6 Point to the parameter box that you want to change, click on the box with the left mouse button, and type in the new parameter.

- 7 Click on OK with the left mouse button to save new information.
To cancel your changes, click on Cancel.
To reset factory default settings, click on Reset.

The system returns to the Meridian IVR Fax Response System Administration window.

Performing basic administration tasks

Querying the system

You can check the fax system's operating status if you suspect that something is wrong, or when it is necessary to first know the status before performing a certain function.

System status is described as any of the following conditions:

Fully operational This means that all system parts are running.

Non-operational This means that all servers (log, fax, and callback) are not running. You are prompted to start the system.

Faulty This means that one server or more is not running. You are prompted to stop the system.

Procedure 5-6

Checking the system's status

- 1 In the Meridian IVR Fax Response main menu, click on the System Administration icon with the left mouse button to access the pull-down menu.
- 2 Click on System administration with the left mouse button.
The window frame for the Meridian IVR Fax Response System Administration window appears.
- 3 Move the mouse to place the window frame in a suitable location on the desktop, then click on the left mouse button to open the window (see Figure 5-2).
- 4 Click on Query with the left mouse button to access the Query pull-down menu.
- 5 Click on System Status with the left mouse button.

The system displays a window that indicates whether the system is fully, partially, or non-operational.

- 6 Click on OK with the left mouse button.

The system returns to the Meridian IVR Fax Response System Administration window.

If the status is "System stopped: non-operational, please restart the system", click on System with the left mouse button, then select System start to restart the system. When the system tells you that it has started, click on OK with the left mouse button.

If the status is "System faulty: partially operational, please stop the system", click on System with the left mouse button, then select Courtesy shutdown to stop the system without interrupting current faxes, or Force shutdown to stop the system and interrupt current faxes. When the system tells you that it has stopped, click on OK with the left mouse button.

Refer to [Procedure 5-2](#), [Procedure 5-3](#), and [Procedure 5-4](#) for stopping or starting the system.

Modifying the fax system parameters

You can modify the system parameters by using new values or by setting the parameters to the system default values. To modify the parameters, follow [Procedure 5-5 on page 5-9](#). Once you have modified the system parameters, restart the system to set the new values. We recommend that you perform a courtesy shutdown to avoid interrupting faxes already in progress.

Fax disk usage

It is important that you check the fax disk usage to know ahead of time if the disk space is running out.

Fax data is stored in the user file system. When you check fax disk usage, you are given information pertaining to the user file system only, not usage for the entire disk.

If file system space utilisation exceeds the alarm limit, inform your database administrator or technical support group.

When you check disk usage, the following information is provided:

Total disk space The storage capacity (in kilobytes) of the file system on which the fax data resides.

Used disk space The amount of space on the disk, in kilobytes, that is already used.

Available disk space The available space left on the disk, in kilobytes.

Total disk utilization The percentage of the disk being used. You can draw your conclusion from this information if disk space is running out or not.

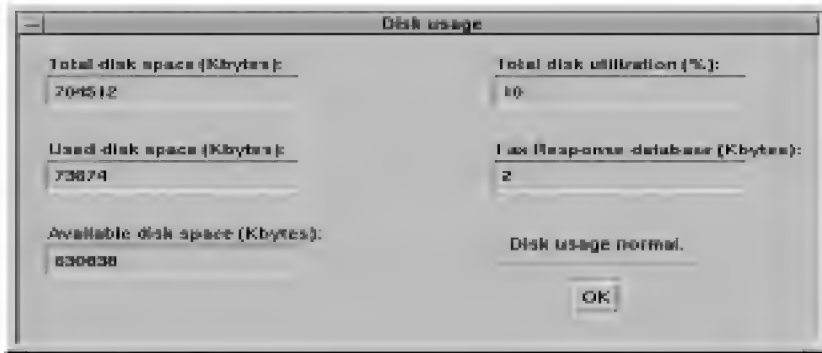
Fax Response database The space in kilobytes being occupied by the fax system's database.

Disk usage message This message tells you if the disk usage exceeds the disk utilization alarm threshold (%). The message can be either "Disk usage normal" or "Disk usage exceeds alarm threshold".

Procedure 5-7
Checking disk usage

- 1 In the Meridian IVR Fax Response main menu, click on the System Administration icon with the left mouse button to access the pull-down menu.
- 2 Click on System administration with the left mouse button.
The window frame for the Meridian IVR Fax Response System Administration window appears.
- 3 Move the mouse to place the window frame in a suitable location on the desktop, then click on the left mouse button to open the window (see Figure 5-2).
- 4 Click on Query with the left mouse button to access the Query pull-down menu.
- 5 Click on Fax database disk usage with the left mouse button to access the Disk usage window (see [Figure 5-4](#)).

Figure 5-4
Disk usage information window



- 6 After you have viewed the information, click on OK with the left mouse button to close the window.

The system returns to the Meridian IVR Fax Response System Administration window.

Note: The fax system automatically prevents attempts to receive or send faxes if the disk usage threshold limit is exceeded. This enables outbound faxes to continue to function.

Checking the fax system's version number

Knowing the system's version number is important, especially if you want to compare the features of one version to another, or plan to upgrade the system.

Procedure 5-8 Checking the system's version number

- 1 In the Meridian IVR Fax Response main menu, click on the System Administration icon with the left mouse button to access the pull-down menu.
- 2 Click on System administration with the left mouse button.
The window frame for the Meridian IVR Fax Response System Administration window appears.
- 3 Move the mouse to place the window frame in a suitable location on the desktop, then click on the left mouse button to open the window (see Figure 5-2).

- 4 Click on Query with the left mouse button to access the Query pull-down menu.
- 5 Click on Software version with the left mouse button.

*The system displays the Software version window as shown in **Figure 5-5**.*

Figure 5-5
Meridian IVR System version number and date



If your fax system is not operational, a dialog box appears explaining that the version number is not available, and will not be available until the fax is running.

- 6 Click on OK with the left mouse button to close the window.

The system returns to the Meridian IVR Fax Response System Administration window.

Backing up/restoring your system

Backup and Restore functionalities are provided as part of the standard Meridian IVR backup and restore mechanism. Any backup that you perform of the entire Meridian IVR system includes Meridian IVR Fax Response.

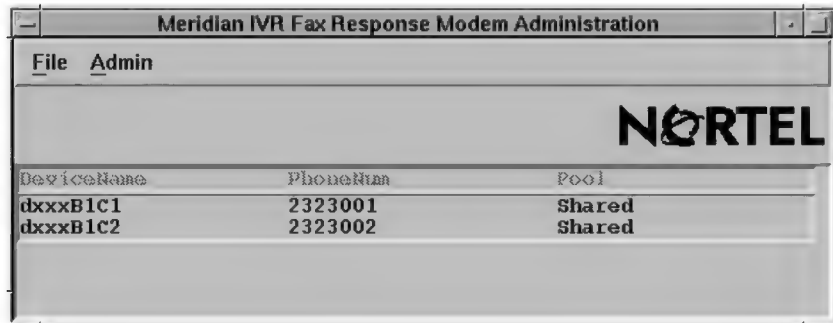
For more information on backing up and restoring your system, please refer to the *Meridian IVR System Administration Guide* (NTP 555-9001-300).

Modem administration functions

When you click on the Modem Administration icon, you access the Meridian IVR Fax Response Modem Administration window (see **Figure 5-6**). This

window has two menu options. The File option allows you to exit the Modem Administration window and return to the main menu. The Admin option allows you to add new modems, configure modems, and remove modems.

Figure 5-6
Meridian IVR Modem Administration menu



Adding modems

You can add modems to your system only if the maximum number of modems allowed by your system has not yet been reached. This value is based on the options you purchase.

Adding a new modem creates a new item in the system's modem database. The entry is added with new parameters. You are automatically placed in the "Configure modem" function that enables you to change or assign new modem data fields. When you configure a new modem, certain parameters are presented as defaults, and conventions for naming modems should be followed.

Modem naming conventions

All modems that you add to your system require a unique name that identifies both the fax modem port and the fax card used by that modem.

The convention for naming modems is the following:

dxxxBnCn

- dxxx indicates the modem name.
- Bn indicates the card number, where n equals 1 or 2.
- Cn indicates the channel number, where n equals 1–4.

Modem parameters

When you are adding a modem, you enter the information in the Modem Parameters window as shown in [Figure 5-7](#). The parameters for this window are as follows:

Modem pool The pool to which the modem belongs. You can select either Same Call, Callback, or Shared.

Device name A unique identifier for a particular fax modem port on a particular fax card. To map a device name to a port, refer to Figure 3-1 in Chapter 3, “Installing Meridian IVR Fax Response”.

Station ID The station identifier (TSI) that is sent to the remote fax machine during any transmission/reception.

Note: Although alphanumeric characters can be entered here, some fax machines do not support alpha characters.

Modem phone number The modem’s telephone number on the switch. Meridian IVR transfers all same call send and receive calls to the fax modem using this number.

Note: Enter phone numbers without hyphens to avoid receiving error messages.

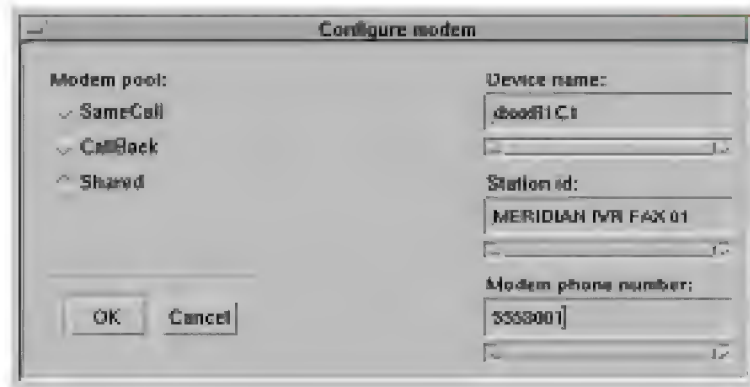
Procedure 5-9 Adding a modem

- 1 In the Meridian IVR Fax Response main menu, click on the Modem Administration icon with the left mouse button to get the pull-down menu.
- 2 Click on Modem administration with the left mouse button.
(To save time, you can type <Ctrl+M>).
The frame for the Meridian IVR Fax Response Modem Administration window appears.
- 3 Move the mouse to place the window frame in a suitable location on the desktop, then click on the left mouse button to open the window (see Figure 5-6).
- 4 Click on Admin with the left mouse button to get the Admin pull-down menu.

- 5 Click on Add new modem with the left mouse button, or type the accelerator <Ctrl+A>.

The Configure modem window appears (see [Figure 5-7](#)).

Figure 5-7
Configure modem window



- 6 Click on the appropriate pool type with the left mouse button, either Same Call, CallBack, or Shared.
- 7 Type the device name in the form dxxxB1C1.
- 8 Type the station ID.
- 9 Type the modem telephone number.
- 10 When you finish, click on OK with the left mouse button.

The Meridian IVR Fax Response Modem Administration window appears. The list of modems in this window now includes the new modem.

- 11 To exit, click on File, then Exit with the left mouse button, or type <Ctrl+E>.

Deleting modems

Once you delete the modem, you can remove it. You cannot delete a modem that is still enabled. If you try to do this, an error message window appears.

You can delete modems from the Meridian IVR Fax Response Fax Port Monitor window.

Note: Before you delete a modem, you must check that it is already disabled to avoid aborting a fax session. To do this, follow [Procedure 5-12](#), “Viewing modem states”.

Procedure 5-10
Deleting a modem

- 1 In the Meridian IVR Fax Response main menu, click on the Modem Administration icon with the left mouse button to access the pull-down menu.
- 2 Click on Admin with the left mouse button.
The frame for the Meridian IVR Fax Response Modem Administration window appears.
- 3 Move the mouse to place the window frame in a suitable location on the desktop, then click on the left mouse button to open the window (see Figure 5-6).
- 4 Select the modem you want to delete by clicking on it with the left mouse button.
- 5 Click on Admin with the left mouse button to access the pull-down menu.
- 6 Click on Delete Modem.
A pop-up window appears and asks you if you are sure that you want to delete the modem.
- 7 Click on OK with the left mouse button.
(If you no longer want to delete the modem, click on Cancel with the left mouse button).
This deletes the modem from the list in the Meridian IVR Fax Response Modem Administration window.
- 8 To close this window, click on File, then Exit with the left mouse button, or type <Ctrl+E>.

Configuring modems

To configure your modem, you need to select the modem and access the modem configuration window. You can modify several fields in this window such as the device name, modem phone number, modem pool, and station ID. However, you cannot configure modems unless you disable them first.

Note: You can only access the modem administration window when the Fax system is operational. If you try to access this window when the Fax system is not operational, error message windows appear. These error message windows tell you that the modem administration window cannot open until the system is operational.

Procedure 5-11
Configuring a modem

- 1 In the Meridian IVR Fax Response main menu, click on the Modem Administration icon with the left mouse button to access the pull-down menu.
- 2 Click on Modem Administration with the left mouse button.
The frame for the Meridian IVR Fax Response Modem Administration window appears.
- 3 Move the mouse to place the window frame in a suitable location on the desktop, then click on the left mouse button to open the window (see [Figure 5-6](#)).
- 4 Select the modem you want to change by clicking on it with the left mouse button.
- 5 Click on Admin with the left mouse button to get the Admin pull-down menu.
- 6 Click on Configure modem with the left mouse button.
The Configure modem window appears (see [Figure 5-7](#)).
- 7 Select the modem pool that you want by clicking on the appropriate push button with the left mouse button.
- 8 To change Station IDs, Device name, or Modem phone number, click on the appropriate box with the left mouse button, then type the information.
- 9 When you finish, save your entry by pointing and clicking on OK with the left mouse button.
The Modem Administration window appears.
- 10 To close this window, click on File, then Exit with the left mouse button, or type <Ctrl+E>.

Using the fax port monitor

The fax port monitor provides you with information on the states of all fax modem ports on the system. The monitor updates this information using a polling mechanism once every five seconds. With the monitor software, you can perform control functions that include enabling and disabling modems, and determining the state of modems on your system. The fax monitor shows you the state of each modem which could be any of the following. Some of the states may not be seen since the fax server is polled at five-second intervals for modem status information.

DISABLED The modem has not been enabled.

OUT OF SERVICE A transition state that only occurs when a port is being enabled or disabled.

If a port remains in this state for more than 10 seconds, it indicates that this port may have failed. If this occurs, disable the port and reenable it.

IDLE The modem is available for use.

RESERVED The channel has been reserved for use, but the software has not yet begun actively using the modem. This is typically because the software is dynamically generating the fax file from a generic file.

CONNECTING The modem is originating a Same Call Send to a remote fax machine.

ANSWERING The modem is answering a Same Call Receive.

ORIGINATING The modem is dialing a phone number for a callback fax.

SENDING-----> page xxx The modem is sending page xxx.

SENDING COMPLETE The modem has successfully sent all the pages of a document.

RECEIVING---> page xxx The modem is receiving page xxx.

RECEIVING COMPLETE The modem has successfully received all the pages of a document.

Procedure 5-12 Viewing modem states

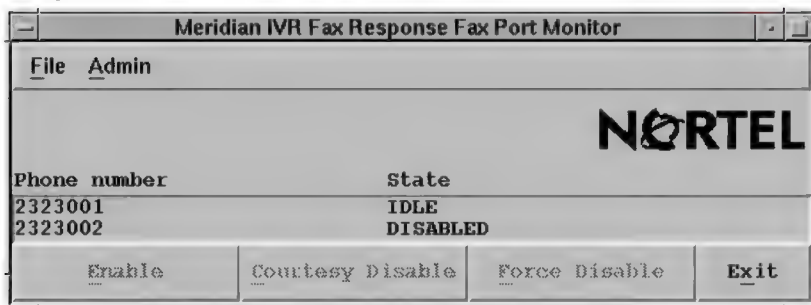
- 1 In the Meridian IVR Fax Response main menu, click on the Modem Administration icon with the left mouse button to access the pull-down menu.
- 2 Click on the Fax port real-time monitor with the left mouse button.
(To save time, you can type <Ctrl+F>.)

The frame for the Meridian IVR Fax Response Fax Port Monitor window appears.

- 3 Move the mouse to place the window frame in a suitable location on the desktop, then click on the left mouse button.

The fax port monitor window appears (see [Figure 5-8](#)). It displays the phone number and the current state of the fax port.

Figure 5-8
Fax port real-time monitor window



- 4 To exit, click on File, then Exit with the left mouse button or type <Ctrl+X>.

The Modem Administration window appears.

Modem control functions

The fax port monitor enables you to perform three specific modem control functions.

Enable fax modem Enables the modem and makes it available for system use.

Courtesy disable modem Disables the modem once it has completed its current fax transmission or reception.

Force disable modem Aborts whatever operation is in progress and disables the modem.

A force disable modem overrides a courtesy disable modem in progress. In all other cases, attempting to initiate a function when one is already running results in an error message window indicating that the operation is already in progress.

Procedure 5-13
Enabling and disabling modems

- 1 In the Meridian IVR Fax Response main menu, click on the Modem Administration icon with the left mouse button to access the pull-down menu.
- 2 Click on Fax port real-time monitor with the left mouse button.
(To save time, you can type <Ctrl+F>.)
The frame for the Meridian IVR Fax Response Fax Port Monitor window appears.
- 3 Move the mouse to place the window frame in a suitable location on the desktop, then click on the left mouse button to open the window (see Figure 5-8).
- 4 Select the modem you want to enable or disable by clicking on it with the left mouse button.
- 5 Click on Admin with the left mouse button to access the Admin pull-down menu.

The Admin menu allows you to either enable, courtesy disable, or force disable the modem.
- 6 Click on the choice you want.

A window appears for the function you select.
- 7 Click on the appropriate push buttons with the left mouse button.
- 8 When you finish, click on OK with the left mouse button.

The Modem Administration window appears.
- 9 To close this window, click on File, then Exit with the left mouse button, or type <Ctrl+X>.

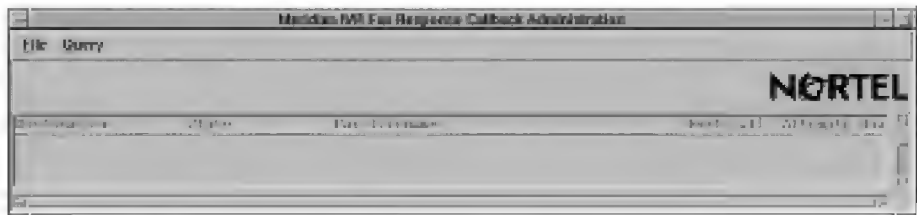
Administering the callback queue

The Callback queue administration window allows you to view the contents of the fax callback queue. You can scroll through all the entries in the queue and select entries to be deleted. The information displayed is a static image of what was in the queue at the time when you opened the window, or at the time when you requested a “refresh” of the information.

You must start the fax system before using this function. If the fax system is not running, an error message appears, and the program exits.

Figure 5-9 displays the Callback Administration window. Each entry in the queue provides information to the administrator such as the name of the fax being sent, its status in the queue, the fax destination, and the number of attempts already made to send the fax.

Figure 5-9
Callback Administration window



Callback queue information

All entries in the callback queue have the following information listed about them:

Destination The phone number to which the fax is being sent. Any phone number that has an asterisk beside it indicates that a fax cannot be sent immediately because another fax is already being sent to the phone number.

State Indicates the state of the fax entry. Possible states are

- **Scheduled wait:** Fax is still waiting to be sent. Faxes wait until their scheduled delivery time arrives.
- **Modem wait:** Scheduled delivery time for this fax has arrived, but no fax modems are available. Faxes are sent as soon as conditions permit.
- **Re-scheduled:** At least one unsuccessful attempt has been made to send the fax. The attempt failed, and the delivery time was rescheduled for a future attempt. Faxes wait for a new delivery time to arrive.

Fax Filename The name of the fax file being sent.

Next Call The scheduled time for the next attempt at sending the fax.

Attempts The number of attempts used so far to send the fax.

Maximum The maximum number of attempts permitted before the fax is reported as not having been sent.

The Callback queue administration window has a pull-down menu with the following options:

File The only valid choices are Delete Fax and Exit. Delete is only valid when a callback item has been selected and exists in the scheduled state. The Exit command returns you to the Meridian IVR Fax Response main menu.

Query This option retrieves the most recent information regarding the state of the queue. It only works when the system is operational.

Deleting faxes from the callback queue

The Delete Fax option allows you to remove faxes currently waiting in the queue for scheduled delivery.

The information shown in the queue may not be completely correct as the queue is only refreshed when either the window is active or a refresh has been requested. Even though a fax is listed as waiting, the fax may actually be processing currently.

If you attempt to delete a fax that is currently being processed, you receive an error message dialog box indicating that the operation failed because the fax was in use.

Procedure 5-14**Deleting faxes from the callback queue**

- 1 In the Meridian IVR Fax Response main menu, click on the Callback Queue administration icon with the left mouse button to access the pull-down menu.
- 2 Click on callback administration with the left mouse button.
The frame for the Meridian IVR Fax Response Callback Administration window appears.
- 3 Move the mouse to place the window frame in a suitable location on the desktop, then click on the left mouse button to open the window (see [Figure 5-9](#)).

This window provides information on all of the faxes being sent.
- 4 Select the fax you want to delete by clicking on it with the left mouse button.

The system deletes the fax from the callback queue.
- 5 To close the Callback Administration window, click on File, then Exit with the left mouse button, or type <Ctrl+E>.

Generating system reports

The Log Operational Measurement (OM) Reporting window allows you to view and print all logs generated by the fax system for the last seven days. In addition, you can view system reports on operational measurement data. The information can be displayed by specifying both the type of data and the range of time for which the information should be displayed.

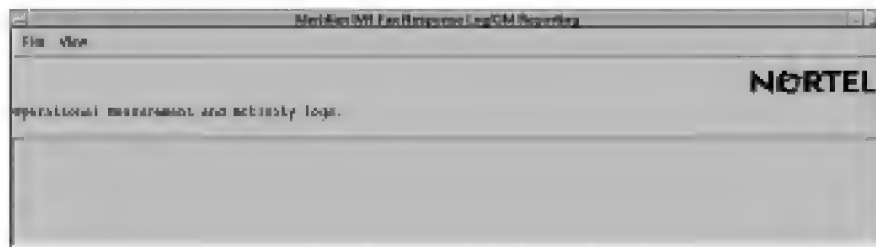
You can print information to any printer on the system or save the report into any user-defined file.

The system provides you with an easy method to store, view, print, and delete the daily log information since each log is kept in its own separate log file. Seven of these files are maintained on the system at one time.

Each fax log file has a daily limit for how large it can grow. This limit is engineered to be large enough to accommodate a busy system. When a log file reaches the limit, the logging facilities disallow any further messages from being deposited to the log files. Rather than affecting system operation, this prevents a faulty system from logging an unlimited number of messages.

Figure 5-10 illustrates the Meridian IVR Fax Response Log/OM Reporting window. This window has two pull-down menu options.

Figure 5-10
Log/OM Reporting window



File

File allows you to exit the Log/OM reporting window.

In addition, it allows you to print and write to a file for the logs requested. Neither function becomes available until you have generated a log or OM report.

The print function enables you to print logs to a printer specified by you.

The write function allows you to take a displayed log or operational measurement report and write it to a file. You can specify the name of the file to which you send the report.

View

View displays a menu of Log/OM reports which you can generate. These reports include the System Event Log, the Call Detail Log, the Fax Modem Port Logs, and the All logs report.

System Event log

This System Event log, as shown in **Figure 5-11**, stores information about events like system start-up or shutdown that includes the date and time of the event, the type of event, and the explanatory event text. The following information is logged during a system event log:

Time Stamp The date and time of the event.

Type The type of system event log (see below for types).

Trace Level A value used strictly for debug purposes. It is set at 0 on a production system.

Host Name Name of the Meridian IVR host (UNIX system) on which the process is running.

Process Name Name of the process that generated the event (one of fax_server, ses_server, cal_server, frusr, or dcat).

Process ID UNIX ID of the process (Meridian IVR Fax Response) that generated the event.

Text Explanatory event text.

Figure 5-11
System Event log

Date	Time	Type	Level	HostName	ProcessName	ProcessID	Message Text
14-Aug-95	09:49:36	INFO	0	mltrc	fax_server	176	started - service 'falog' BCG done
14-Aug-95	09:49:36	INFO	0	mltrc	fax_server	188	main(): started - service 'dcat' a
14-Aug-95	09:49:36	INFO	0	mltrc	fax_server	188	main(): MAGE determined maximum ram
14-Aug-95	09:49:36	INFO	0	mltrc	fax_server	188	[_as_db_open()] document 10 DB 'log
14-Aug-95	09:49:36	INFO	0	mltrc	fax_server	188	[_as_db_in_start_server(): started
14-Aug-95	09:49:36	INFO	0	mltrc	ses_server	192	main(): started - service 'dcat'!

The system event log type could be one of the following:

Information Indicates a noteworthy occurrence in Meridian IVR Fax Response. The operation is not affected, and no operator intervention is required (that is, a server has started or shut down).

Warning Indicates a potentially dangerous occurrence in Meridian IVR Fax Response. The operation of the system may be affected and operator intervention may be required (that is, a server is unable to open a fax file).

Error Indicates a fatal error in Meridian IVR Fax Response. The operation is affected, and operator intervention may be required (for example, a fax failed to be sent, or a port has become faulty).

Debug Used only in the development versions of Meridian IVR Fax Response. Debug enables the fax process to output debugging information to the log file.

Fax Call Detail log

The Fax Call Detail log records information regarding each fax that is sent or received (see [Figure 5-12](#)). Information logged includes the following:

Time stamp Date and time of the event.

Call type (CITyp) Indicates if the fax was a same call fax or a callback fax.

Phone Number The phone number of the remote fax.

Number of attempts (Rtry) Indicates how many times the callback server tries to send a fax.

Status (Result) Indicates if the fax was successfully sent or received, and if not, the reason for the failure.

Number of pages okay (PgT) Indicates the last sent or received page number before the failure. In the success case, this number should equal the total number of pages.

Number of pages in document (Tot) Total number of pages in the document.

Connect time (ConTm) Indicates the time from when the remote fax machine answered the call to the time the last page of the document was sent. For a received fax, it indicates the time from when the modem went off hook to the time the last page was received.

Bytes (Bytes Tr) The number of bytes sent or received.

Remote Station ID Station ID of the remote fax.

Fax modem device name Path name of the device connected to the fax modem.

Document ID Fax document ID sent or received.

Meridian IVR channel (Chn) The channel number of the Meridian IVR application that generated the log entry.

Figure 5-12
Fax Call Detail log

Meridian IVR Fax Response Log/CM Reporting

File View

NORTEL

Number of Lines Listed: 22 *** Call Detail Log ***

Date	Time	CLType	PhoneNumber	Busy	Result	Pgt/Totl	Conts	Bytes	BldRate	BldClientID	DeviceName	DocID	Char	
06-Oct-95	10:55:10	00AGL	n/a		OK	1/	1	01	25	0	n/a	class0001	442	0
06-Oct-95	10:56:11	00AGL	n/a		Unkn response	1/	1	00	00	0	n/a	class0001	443	0
06-Oct-95	10:56:11	00AGL	n/a		Unkn response	1/	1	00	00	0	n/a	class0001	442	0
06-Oct-95	10:57:15	00AGL	n/a		OK	1/	1	01	25	0	n/a	class0001	443	3
06-Oct-95	11:10:13	00AGL	n/a		OK	1/	1	01	25	0	n/a	class0001	444	0
06-Oct-95	11:11:14	00AGL	n/a		OK	1/	1	01	25	0	n/a	class0001	445	1
06-Oct-95	11:13:50	00AGL	n/a		OK	1/	1	01	25	0	n/a	class0001	446	0
06-Oct-95	11:18:31	00AGL	n/a		OK	1/	1	01	25	0	n/a	class0001	447	1
06-Oct-95	09:51:50	00AGL	n/a		OK	1/	1	01	25	0	n/a	class0001	451	0
06-Oct-95	10:00:31	00AGL	n/a		OK	1/	1	01	25	0	n/a	class0001	452	0
06-Oct-95	10:04:07	00AGL	n/a		OK	2/	2	02	34	0	n/a	class0001	453	1
06-Oct-95	10:18:00	00AGL	n/a		OK	1/	1	01	25	0	n/a	class0001	454	0
06-Oct-95	10:25:27	00AGL	n/a		OK	1/	1	01	25	0	n/a	class0001	455	0
06-Oct-95	10:39:33	00AGL	n/a		OK	1/	1	01	25	0	n/a	class0001	456	1
06-Oct-95	10:46:00	00AGL	n/a		OK	1/	1	01	25	0	n/a	class0001	457	3
06-Oct-95	10:47:16	00AGL	n/a		OK	1/	1	01	25	0	n/a	class0001	458	0
06-Oct-95	10:55:14	00AGL	n/a		OK	1/	1	01	25	0	n/a	class0001	459	0
06-Oct-95	10:57:05	00AGL	n/a		OK	1/	1	01	25	0	n/a	class0001	460	1
06-Oct-95	11:43:42	00AGL	n/a		OK	1/	1	01	25	0	n/a	class0001	463	0
06-Oct-95	11:50:10	00AGL	n/a		OK	1/	1	01	25	0	n/a	class0001	462	0
06-Oct-95	11:55:15	00AGL	n/a		OK	1/	1	01	25	0	n/a	class0001	463	1
06-Oct-95	11:56:30	00AGL	n/a		OK	1/	1	01	25	0	n/a	class0001	464	3
06-Oct-95	12:05:00	00AGL	n/a		OK	1/	1	01	25	0	n/a	class0001	465	3

Fax Modem Port log

The Fax Modem Port log records changes in the state of the fax modem (see [Figure 5-13](#)). Information logged includes the following:

Time stamp Date and time and of the event.

Phone number Phone number of the remote fax.

Type (Session status) Indicates events and state changes. For more information, refer to [“Events and state changes” on page 5-30](#).

Status (RxTx) Indicates if the fax was successfully sent or received.

Fax document resolution (Resn) Resolution type of the fax document, either standard (204 x 98) or fine (204 x 196).

Current page in document (Page) The current page being sent or received.

Number of pages in document (Totl) The total number of pages in the document.

Originating The modem is setting up to send a same call fax.

Wait for RING The modem is waiting for a ring indication.

Answer The modem was in the Wait Ring state, received a RING indication, and took the phone off the hook.

Receiving page The modem has received a page from the remote fax machine. The page number, number of bytes of fax page data, resolution of the fax page data, receive time, Meridian IVR application ID, Meridian IVR channel, and fax document ID are all logged.

Finished recv The modem has received all pages from the remote fax machine and has disconnected. The total number of pages received, the total number of bytes, the total receive time in seconds, Meridian IVR application ID, the Meridian IVR channel, and the fax document are all logged. The modem enters the Idle state.

Dial The modem takes the phone off the hook and dials the phone number of a remote fax machine. The phone number is logged.

Sending page The modem has sent a page to the remote fax machine. The page number, the number of bytes of fax page data, the resolution of the fax page data, and the send time in seconds are all logged.

Finished send The modem has sent all pages to the remote fax machine and has disconnected. The total number of pages sent, the total number of bytes sent, the total send time in seconds, the Meridian IVR application ID, the Meridian IVR channel, and the fax document ID are all logged. The modem enters an Idle state.

All logs

The All Logs option generates a log that includes all system events, port events and fax calls for the period of time you specify (see Figure 5-14).

Figure 5-14
All Logs report

Meridian IVR Fax Response Log/OM Reporting									
Nortel									
Number of Logs Listed: 667 *** All Logs ***									
06-Oct-95	16:16:17	INFO	@	natly	fax_server	4362	fax_ses.is_start_server(): connect		
06-Oct-95	16:16:17	INFO	@	natly	fax_server	4362	fax_ses.is_start_server(): start		
06-Oct-95	16:16:18	INFO	@	natly	ses_server	4369	main(): started - service 'fscat0'		
06-Oct-95	16:16:20	INFO	@	natly	fax_server	4362	fax_ses.is_start_server(): connect		
06-Oct-95	16:16:21	INFO	@	natly	fax_server	4362	fax_ses.is_start_server(): start		
06-Oct-95	16:16:21	INFO	@	natly	ses_server	4373	main(): started - service 'fscat0'		
06-Oct-95	16:16:23	INFO	@	natly	fax_server	4362	fax_ses.is_start_server(): connect		
06-Oct-95	16:16:23	n/a		Idle	OK	00	@ n/a	dsxdlc1	9600
06-Oct-95	16:16:23	n/a		Idle	OK	00	@ n/a	dsxdlc2	9600
06-Oct-95	16:16:23	n/a		Idle	OK	00	@ n/a	dsxdlc3	9600
06-Oct-95	16:16:23	n/a		Idle	OK	00	@ n/a	dsxdlc4	9600
06-Oct-95	16:17:30	WARNING	@	natly	ses_server	4363	FMSCIT test line transaction at end		
06-Oct-95	16:17:30	n/a		Wait for RING	OK	00	@ n/a	dsxdlc1	9600
06-Oct-95	16:17:30	n/a		Answer	OK	00	@ n/a	dsxdlc1	9600
06-Oct-95	16:17:33	n/a		Sending page	OK	1/ 1.00F	@ n/a	dsxdlc1	9600
06-Oct-95	16:17:34	n/a		Sending page	OK	1/ 1.00F	@ n/a	dsxdlc1	9600
06-Oct-95	16:18:11	ERROR	@	natly	ses_server	4363	ses_send_page: tx_sendfax on		
06-Oct-95	16:18:11	ERROR	@	natly	ses_server	4363	phone K status = 14		
06-Oct-95	16:18:11	n/a		Finished send	OK	1/ 1.00F	@ n/a	dsxdlc1	9600
06-Oct-95	16:18:11	SCALL	n/a		0	0.00-00	0 n/a	dsxdlc1	442

Viewing and printing logs

You can view the contents of a log, then print it, simply by selecting the log type and a range of time on the log. This range of time (or start and stop time) enables you to view or print only the parts of the log you want to see.

To print logs, you need to view them first. You can view one log at a time, or view all logs at the same time.

Procedure 5-15 Viewing a log

- 1 In the Meridian IVR Fax Response main menu, click on the Log/OM Reporting icon with the left mouse button to access the pull-down menu.
- 2 Click on Log/OM reporting with the left mouse button.

The frame for the Meridian IVR Fax Response Log/OM Reporting window appears.

- 3 Move the mouse to place the window frame in a suitable location on the desktop, then click on the left mouse button to open the window (see [Figure 5-10](#)).

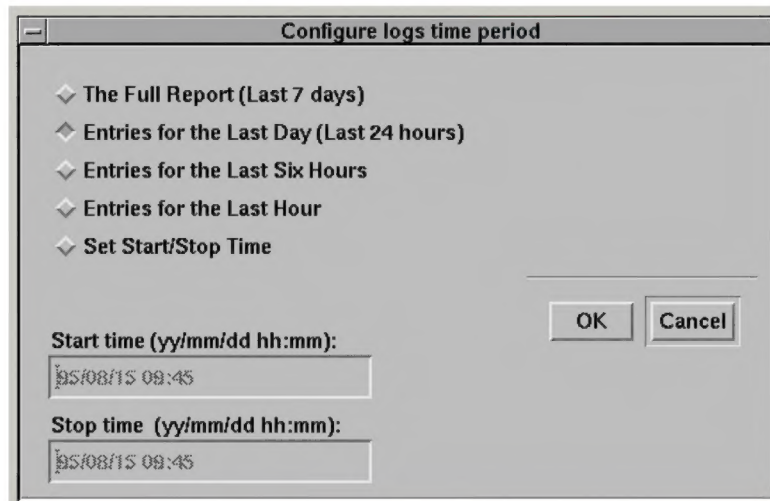
- 4 On the Log/OM Reporting window, click on View with the left mouse button to access the pull-down menu (see [Figure 5-15](#)).

Figure 5-15
Log/OM Reporting View menu



- 5 Click on the menu item of your choice.
The Configure Logs Time Period window appears regardless of which log report you select (see [Figure 5-16](#)).

Figure 5-16
Configure logs time period window



- 6 Click on the date and time range for the report you select with the left mouse button. The default is the full seven-day log report.
- 7 After specifying the report type and the date and time range, click on OK with the left mouse button.

The Log/OM reporting window appears with all the log entries for the specified date and time.

- 8** To close the Log/OM reporting window, click on File, then Exit with the left mouse button, or type <Ctrl+E>.

Procedure 5-16

Printing logs

- 1** Follow steps 1 to 3 in **Procedure 5-15** to retrieve the Meridian IVR Fax Response Log/OM Reporting window.
- 2** After you retrieve the Log/OM Reporting window, click on File, then Print with the left mouse button.

After you have printed the log, you can view and select another log, or exit the Log/OM Reporting window.
- 3** To exit this window, click on File, then Exit with the left mouse button, or type <Ctrl+E>.